

Edwin Victor Franco

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APPLICATION SUPPORT ENGINEER | SYSTEMS SUPPORT | ROOT CAUSE ANALYSIS

Application-focused support engineer with hands-on experience troubleshooting live systems, diagnosing complex issues, and resolving problems at the root. Known for analyzing system behavior across data, workflows, and user interaction to deliver stable, long-term solutions.

Comfortable working across applications, infrastructure, and operational systems to identify failures, improve reliability, and clearly communicate findings to both technical and non-technical users.

CORE SKILLS

Application Support, Issue Triage, Root Cause Analysis, System Behavior Analysis | Troubleshooting Across Data, Workflows, Integrations, and User Interaction | Logical Debugging, Problem Isolation, Incident Investigation | User Support, System Communication, Cross-Functional Collaboration | Remote Support, VPN, Hardware/Software Setup, VoIP & Network Troubleshooting | System Monitoring, Documentation, Process Improvement | JavaScript, HTML/CSS, Firebase, SQL, Git/GitHub

PROFESSIONAL EXPERIENCE

Spellgather LLC – Founder / Lead Developer

Oct 2025 – Present

Live: www.spellgather.com | GitHub: github.com/evictme (code available upon request)

- Built and maintained a live application with real-time workflows, using it to test, debug, and refine system behavior under real-world usage
- Diagnosed and resolved issues across frontend logic, backend data handling, and workflow interactions
- Improved system reliability and usability by iterating based on observed user behavior and system feedback

European American Association – Operations / Systems / HR Lead

2011 – 2016 | 2018 – 2025

- Investigated and resolved system and application issues end-to-end, serving as the primary escalation point for complex problems across the organization
- Diagnosed issues across data, workflows, and user interaction, identifying root causes and implementing stable, long-term solutions
- Managed user accounts and system access, including onboarding, offboarding, and credential provisioning across multiple platforms
- Supported application and system behavior across database systems (MS Access/SQL), internal tools, and operational workflows
- Troubleshot issues related to system performance, data inconsistencies, VoIP, and network connectivity
- Maintained system reliability through monitoring, backups, and proactive issue resolution in a regulated environment
- Identified recurring issues and implemented process improvements to reduce future incidents and improve system stability
- Created and maintained documentation for systems, workflows, and troubleshooting processes to support continuity and faster resolution
- Worked directly with staff to understand issues, reproduce problems, and clearly communicate both root causes and solutions

HIGHLIGHTS

- Resolved a VoIP/PBX failure by analyzing system behavior and isolating signal-level interference, avoiding a ~\$30K replacement
- Investigated recurring database crashes and identified root cause as unauthorized legacy access, implementing safeguards to stabilize performance
- Built workflow tools to reduce manual processing and improve tracking across large datasets
- Reworked operational processes into structured digital workflows, improving system reliability and reducing errors

PROJECTS

Scribex – Embedded Hardware System | www.spellgather.com/scribex

- Built and tested a hardware/software system, troubleshooting real-world issues to achieve stable performance and usability